

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



Present:

| | | |
|-----------------------|-----|------------------|
| Sri B.K.Singh | ... | President |
| Sri Pulakesh Dasbhaya | ... | Member (Finance) |
| Sri D.R Sahu | ... | Co-Opted Member |

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|----|--|--|--|--|-----------|--|
| 1 | Case No. | BGH/55/2025 | | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | | |
| | | Dolagovinda Sahu | | 5152-0305-0386 | | |
| | | At-Matiamahul,Diptipur | | Contact No.: | | |
| | | Dist-Bargarh | | 7894901908 | | |
| 3 | Respondent | Name | | Division | | |
| | | SDO(Elect.), TPWODL, Padampur | | BWED, TPWODL, Bargarh. | | |
| 4 | Date of Application | 24.04.2025 | | | | |
| 5 | In the matter of- | 1. Agreement / Termination | | 2. Billing Disputes | ✓ | |
| | | 3. Classification / Reclassification of Consumers | | 4. Contract Demand / Connected Load | | |
| | | 5. Disconnection / Reconnection of Supply | | 6. Installation of Equipment & apparatus of Consumer | | |
| | | 7. Interruptions | | 8. Metering | | |
| | | 9. New Connection | | 10. Quality of Supply & GSOP | | |
| | | 11. Security Deposit / Interest | | 12. Shifting of Service Connection & equipments | | |
| | | 13. Transfer of Consumer Ownership | | 14. Voltage Fluctuations | | |
| | | 15. Others (Specify) - | | | | |
| | | 6 | Section(s) of Electricity Act, 2003 involved | 42(5) | | |
| 7 | OERC Regulation(s): | | | | Clauses | |
| | 1 | OERC Distribution (Licensee's Standard of Performance) Regulations,2004 | | | | |
| | 2 | OERC Conduct of Business) Regulations,2004 | | | | |
| | 3 | Odisha Grid Code (OGC) Regulation,2006 | | | | |
| | 4 | OERC (Terms and Conditions for Determination of Tariff) Regulations,2004 | | | | |
| | 5 | Others-OERC Distribution (Conditions of Supply) code, 2019 | | | 155 & 157 | |
| 8 | Date(s) of Hearing | 24.04.2025 | | | | |
| 9 | Date of Order | 07.05.2025 | | | | |
| 10 | Order in favour of | Complainant | ✓ | Respondent | Others | |
| 11 | Details of Compensation awarded, if any. | | Nil | | | |
| 12 | Appeared for the Complainant: | | Appeared for the Respondent: | | | |
| | Dolagovinda Sahu Represented by Jugal Kishor Sahu | | SDO(Elect.), TPWODL, Padampur | | | |

ORDER



Brief Facts of the Case

During the spot hearing at ESO-Melchhamunda of Padampur Electrical Sub-division under Bargarh West Electrical Division camp on 24-04-2025, the complainant appeared before the Forum whereas SDO- Padampur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 515203050386 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal consumption bills served to him for the month of Feb'25. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier on.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, high consumption bill has been served to him for the month of Feb'25 due to which high billings have been done resulted to accumulation of arrear.
2. He further submits that; he had made verbal complaint to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent produced the billing abstract from May'2009 to Mar'2025 and a PVR dated 30-04-2025 mentioning the meter reading as "46284" KWH of meter no. 903175.
- ii. The respondent also agreed upon huge bill of 41491 units with actual meter reading in Feb'25 for the period from 01-04-2009 to 08-03-2025 with 108 months billing with provisional bill adjustments of Rs.24601.97. However, the respondent requested the Forum to take appropriate decision as necessary.



Findings and observations of the Forum

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

- That the complainant has been given power supply on 31-03-2009 with installation of a meter bearing Sl. No. 901176. That the complainant has been billed on actual meter readings up to Feb'2016 with a meter reading of "4600" of meter no. 901176 with a monthly average consumption of 56 units (average from Aug'2009 to Feb'2016). From Mar'2016 provisional bills have been served up to Jan'25. For the month of Feb'25, bill of 41491 units have been served with a meter reading of "46091" which is disputed by the complainant. Again, it is noted that, meter no. has been corrected as 903175 in Feb'25.
- Again, it is noted by the Forum that, the monthly average consumption from Mar'2016 to Feb'2025 by taking the recorded consumption of 41491 units in 108 months is 384 units which is much higher than the previous monthly average of 56 units (average from Aug'2009 to Feb'2016) which leads the Forum to doubt the accuracy of the meter.
- Therefore, it is decided by the Forum that, the abnormal bill should be revised.

Directions of the forum


In view of the above findings and discussions, the Forum is of the view that,


- A new meter is to be installed in the premises of the consumer within 15 days from the date of issue of the order.
- The bill served to the complainant for the month of Feb'25 is to be revised as per the average of six consecutive billing of new meter as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.

The Opposite party is directed to submit the compliance report to this Forum within 31-12-2025.



Accordingly, the case is disposed of.


(D.R. Sahu)
Co-opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028


(P. Dasbhaya)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh) 07/05/25
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 66 (2)

Date: 07.05.2025

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 2) The Chief Legal, TPWODL, Burla.

"If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No. 3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 (Tel. No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of order of the Grievances Redressal Forums".

This order can be accessed at TPWODL website www.tpwesternodisha.com- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 55 of 2025.